

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 07-018

ORIGINAL

Regarding a complaint by (Person making the complaint):

MR. MICHAEL SMITH

Against (Utility name):

PEOPLES ENERGY

As to (Reason for complaint)

DISPUTING
Attached Utility Bill in the amount
of \$5,744.75

in _____ Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

9854 South Winston Avenue
Chicago, IL 60643

The service address that I am complaining about is

6137 South Vernon Avenue BUILDING
Chicago, IL 60637-3317

My home telephone is

[773] 779-8549

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[773] 447-7285

(Full name of utility company)

PEOPLES GAS

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

ILLINOIS
COMMERCE COMMISSION
2007 FEB -7 P 1:19
CHIEF CLERK'S OFFICE

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed. Time period = August 2006 - January 2007

Amount = \$5,744.75

Re: 6137 South Vernon (Building)

I am disputing the attached statement sent to reflecting that I owe \$5,744.75 for the following reason:

a) In July 2006 I sold the captioned property. After selling the property I called Peoples Gas (this call was placed on 8/4/06) and advised them of the new owner and the effective date of the sale of the property. At that time, I requested the gas bill be taken out of my name and I also requested a FINAL payout bill to bring my balance to \$0 in order that I may close out this account with Peoples Gas. During this call I was told in order to close the account and bring my bill to a \$0 balance I would need to pay \$1,403.00. I made a final payment of \$1,403 to Peoples Gas on 8/4/06 and closed the account. It was many weeks later when the attached bill arrived reflecting for some reason I now owed \$5,744.75.

Please clearly state what you want the Commission to do in this case: As it was apparently an error on Peoples Gas advising and confirming to me that my FINAL payout was \$1,403. I paid this bill in full and my credit history is excellent with Peoples Gas. During the approximate 3 time years that I owned this property I have paid every bill rec'd from Peoples Gas on time and in full. I want the commission to have this bill of \$5,744.75 voided.

Date: 1/29/07
(Month, day, year)

Complainant's Signature Michael Smith

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

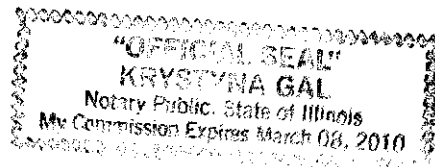
A notary public must witness the completion of this part of the form.

I, Michael Smith, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) Michael Smith

Subscribed and sworn/affirmed to before me on (month, day, year) January 29th 2007

Stephania Gal
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.